



Frequently Asked Questions

Here you will find frequently asked questions and answers about The Shawnee Inn and Golf Resort located in Shawnee on Delaware, PA. If you don't find the answer you're searching for please contact us at 570.424.4000 or 800.742.9633.

Why choose the historic Shawnee Inn and Golf Resort?

Choosing the right resort property for your vacation can be an overwhelming process with so many resorts available in the Pocono Mountains and the Northeastern United States. At the historic Shawnee Inn and Golf Resort we are committed to ensuring that your getaway is enjoyable and memorable. Our dedicated reservationists will help start your trip to Shawnee on Delaware off right with their comprehensive knowledge of our resort and the surrounding areas. Once at Shawnee, each member of the staff is committed to provide exceptional service to every guest at every opportunity.

How do I reserve a room online?

Go to www.ShawneeInn.com and click on book now on the upper right of the home page. Simply put in the dates of your stay and choose your package, which is located on the upper right navigation bar. After this you will see a list of room types and rates from which to choose. Choose a room and your Shawnee Inn and Golf Resort reservation can be completed in a few steps.

Where do I go to check-in?

Please go to the front desk and check-in.

What are the check-in and checkout times?

Check-in time is 4 pm EST (Eastern Standard Time). Your room will be ready for you by 4 pm. If you would like to arrive earlier and begin participating in activities, you are welcome to do so. We will store your bags at the Guest Services desk while you enjoy the activities. Shower and bathroom facilities are available for you during this time until your room is ready.



Check-out time is 11 am EST. We will store your bags at Guest Services until you are ready to have them loaded into your car. Please return room keys to Guest Services no later than 11 am EST. There is no refund for early departure.

What is your cancellation policy?

There is no penalty if you cancel at least 48 hours prior to your arrival date and time of check-in (4pm). If you should cancel within 48 hours of your arrival date or do not cancel and do not show you will be charged the room fee plus taxes for the first night of your stay.

What types of payment do you accept?

All major credit cards, travelers' checks, and cash are accepted on the resort.

What can gift cards be used for?

Gift cards are redeemable for any Shawnee Inn and Golf Resort product or service including merchandise, spa, dining, and accommodations. Unused value remains on card and cannot be redeemed as cash. The Shawnee Inn and Golf Resort is not responsible for lost, stolen, or damaged cards or any unauthorized card use.

How do I plan a meeting or special event at The Shawnee Inn and Golf Resort?

For information on meeting, conference, or group events please visit our meetings page or call us at 1-800-742-9633.

How do I contact The Shawnee Inn and Golf Resort?

We want to hear from you. Please send us your questions, inquiries, and comments to:

PO Box 67, Shawnee on Delaware, Pennsylvania 18356

Please be sure to specify whom you are mailing to (e.g. "Attn: Reservations Dept," "John Smith – Resort Guest," etc.)

Phone: (570) 424-4000. Fax: (570) 424-9168. Email: info@shawneeeinn.com



What are the different accommodation types at The Shawnee Inn and Golf Resort?

The Shawnee Inn and Golf Resort offers a diverse collection of accommodations. Choose from rooms in our historic main Inn or at the nearby Delaware Lodge. In the heart of Shawnee Village, we also have The Legacy Collection, our luxury accommodations, the Evergreen House, and an 'Outdoor Glamping Experience' available.

Do you have a pet policy?

Pets are not allowed in any of the resort accommodations.

Do you have a dress code?

The Shawnee Inn and Golf Resort strongly recommends 'Resort Attire' while on the golf course and in our dining areas. Slacks, shorts, skirts (for women), and collared shirts are the acceptable forms of attire. We ask that players do not wear denim, cut-offs, t-shirts, or tank tops. Any guest that fails to comply with the stated dress code will be asked to change into the proper attire prior to golfing or dining.

What should I bring?

Comfortable clothing and shoes – We offer a variety of recreational options throughout the day, so you will need comfortable clothes and shoes. You may also want to include a pair of hiking boots if you plan on enjoying some of our scenic hikes (helpful but not necessary).

Bathing suit and cover up – Our indoor swimming pool and river front beach are great for swimming laps, aerobic workouts, and relaxing.

A hat and sunscreen – Keep the sun off of your face and conceal the bad hair days with a hat. Bring some sunscreen, too.

A good book – Current magazines and daily newspapers are available, but you might want to bring a copy of that book you have wanted to read for months but just can't seem to get to.



What should I know about gratuities?

For guests that are on a dining package a small gratuity is included for meals. However, any additional gratuity is welcome if you feel you have received exceptional service.

What is the smoking policy?

In the interest of health and well-being, The Shawnee Inn and Golf Resort is a non-smoking facility. Smoking is prohibited inside all interior public spaces on the property, including all buildings, guest rooms, and in or around the pool area. Smoking is permitted in outdoor, non-public areas only. Any evidence of smoking in guest accommodations will result in a \$250 fee.

Can I bring my own alcohol to The Shawnee Inn and Golf Resort?

We are required to ensure the responsible consumption of alcoholic beverages while guests are staying at our historic resort.

a. Outside food and beverages are not permitted at our resort. Should outside food and beverages be brought in, it will be removed.

Coolers may not be brought in and placed in the lobby, on the Veranda, front lawn, etc... We appreciate your cooperation. All food and beverage must be purchased from the Shawnee Inn and Golf Resort.

b. If you are here with a group, alcoholic beverages purchased for consumption in your hospitality room must remain within that designated room. We ask that your group not walk the halls carrying open containers or carry beverages from your hospitality room, opened or unopened, into public rooms; i.e. dining room, lobby, veranda, hallways, etc.

c. Outside food, beverages, or coolers are also not permitted on the golf course. Our starters and rangers have been instructed to remove these items.

**Does the Inn have Internet available?**

There are two computers for guest use available in our business center. The hotel is also WiFi accessible.

What type of discounts do you honor?

Our packages are already set at a discounted rate providing savings to our guests. If you are not on a package and show your AAA or AARP card we will give a 10% discount on your room during non-holiday periods.

What activities and entertainment are included in my stay?

Every Tuesday night we offer a free concert either on the front lawn or in our lobby. Our recreation department has put together a variety of activities including, but not limited to Approach Course golfing, island hopping, hiking, bird spotting, volleyball mixer, campfire, and stargazing. For a more complete list please visit our recreation page.

We also have an indoor pool and Jacuzzi. For a nominal fee we offer golfing, golf lessons, canoeing, rafting, kayaking, mountain biking, guided fishing trips, and a spa as well.

What are my dining options?

Shawnee Inn has several options available for dining. Our River Room is open for breakfast, lunch, and dinner. The fare offers a variety of dishes ranging from chicken to steak to pasta. Our 28th Hole is open seven days a week (seasonal and weather permitting) for lunch and light fare. The Buckwood offers coffees, iced coffees, smoothies, and pastries. Also on our property is The Gem and Keystone Brewpub featuring house made sauces and dressings and a wood-fired grill.

Room service is also available during dining hours of the River Room Gastropub.

Do you have a resort fee?

We no longer charge a resort fee. The Shawnee Inn and Golf Resort prides itself on delivering exceptional guest service.



Can we set off fireworks, have bonfires, or use grills?

Bonfires are only permitted in a designated fire pit on the North Lawn or Grand Lawn or in a resort provided portable fire pit. No outside portable fire pits are permitted. Guest campfires are scheduled regularly; please see our recreation department or recreation schedule for days and times. For safety and security reasons, no bonfires are to be lit by guests or visitors to the resort at any time. Private bonfires must be arranged in advance through the Shawnee Inn and Golf Resort sales office at extension 1405. A charge will apply. All bonfires must be completed by 1:00am on the North Lawn and 12:00am on the Grand Lawn or in portable fire pits. No additional firewood will be provided after 11:30pm. It is not permitted to burn anything in the fire pits, but approved wood. In the event you have an unapproved bonfire, use unapproved wood or use fireworks on resort grounds, you will be charged \$150.00 plus damages, and may be asked to leave without a refund. WE ALSO KINDLY ASK THAT YOU DO NOT BRING YOUR OWN GRILL TO THE RESORT. PRIVATE GRILLING IS NOT PERMITTED IN ANY AREA OF THE PROPERTY. PLEASE SEE OUR CONCIERGE OR FRONT DESK FOR AREAS THAT YOU MAY GRILL NEARBY. Thank you! For safety reasons and with respect to other guests, fireworks are NOT permitted anywhere on resort grounds.

What is Shawnee's policy on any loss, damage, or theft of personal items?

The hotel is not responsible for loss, damage or theft of cash, jewelry or other valuables left unattended in guest rooms. Safe deposit boxes are available for the safekeeping of these items. The hotel's liability regarding items in the safe deposit box is limited to the equivalent of the rate of a one night stay.

Is there a 'quiet time' for our Island Glamping Experience?

The Shawnee "Island Glamping Experience" offers a communal setting. With the ability to set-up seven tents in the campsite, there may be several families and/or individuals camping on the island at the same time. Tents are set-up in close proximity to each other (probably 10 – 12 feet between tents). It really isn't as intimidating as it sounds, as a matter of fact it can be lots of fun and a terrific opportunity to meet other people and share experiences. If you are a light sleeper or have a habit of picking fights with other people, a communal setting may not be your "cup of tea." We try our best to keep the environment cheerful and engaging as possible.



Here are several tips to assist in navigating a communal setting:

Leave your phone on vibrate. If you're going to answer it, walk to the edge of the campsite. It may be important to you, but no one else wants their socializing (or sleep) interrupted.

Be respectful. Respect people. Respect their culture. Respect their space. Respect their belongings.

Introduce yourself. A polite greeting and introduction go a long way to creating a fun environment.

Be quiet. Just use your common sense here, just be considerate of people who may be trying to sleep.

What are the rates for the “Outdoor Glamping Experience”?

Both, the Shawnee “Island Camping Experience” and Shawnee “Luxury Encampment” rates are per person and based upon double occupancy.

Minimums

Each tent must have a minimum of two paid adults. One adult may not stay alone in a tent at the one adult rate. A child staying with an adult will pay the adult rate as the second person in the tent. A single supplement will be charged.

Each of the camping experiences requires a minimum of two occupied tents. Guests will be notified 72 hours in advance if the two tent minimum has not been met and be given an option to move into other resort accommodations or reschedule their stay.

Groups

Group rates and pricing are available. Please call our group sales office at 570-424-4050 x. 1405 or email them at sales@shawneeinn.com.



Risks and Rewards

On any outdoor adventure, you may encounter situations that are precarious and can be dangerous. During each camping experience, you will be on the river in a canoe. This experience is magical, but may also result in falling in the water, getting your feet muddy or wet, getting items of clothing or bags wet, etc. Our staff will do its best to ensure safe, dry transport. You will also be in the outdoors. You may encounter spiders, mosquitoes, ticks, and other insects. Please plan to bring bug spray to help ward off any of nature's friends. Our staff will provide items to assist keeping bugs away, but remember. You are in nature. You may face animal encounters. This area of Pennsylvania frequently sees deer, otters, raccoons, squirrels, fox, coyote, bears, and other of mother nature's kingdom. We strongly believe that these animals want nothing to do with you, just as much as you want nothing to do with them. Safety first. Do not paddle alone. Do not go on a hike alone. Take a lantern or flashlight with you in the dark.